



# Health and Safety Manual

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Communications



Security



Energy



# Health and Safety Manual

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Group Commercial Manager	HSEQ Team

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## 1. Scope and Purpose

CSE Global (Australia) Pty Ltd, and all its subsidiaries, hereon CSE, believes that effective health and safety management systems and processes are essential in ensuring the health, safety, and wellbeing of all stakeholders.

CSE maintains a Health and Safety Management System aligned to the ISO 45001 standard.

This manual covers the following:

- Provision of a safe and healthy workplace aimed at achieving zero injuries across all stakeholders.
- Identification, assessment, and control of hazards / risks through Workplace Health and Safety procedures.
- Observation of all applicable health and safety regulations, industry standards and codes of practice.
- Provision of adequate instruction, training, and supervision in ensuring WHS of all employees.
- Appropriate planning of the safe use, handling, storage, and transport of equipment and substances.
- Engagement of employees in strategic WHS development to promote and maximise commitment.
- All works to be led by well-trained and competent leadership.
- Definition of responsibilities in areas of WHS.
- Through investigation of all incidents, inclusive of near miss events, to prevent reoccurrence.
- Empowerment of personnel through the ability to halt activities considered unsafe.

## 2. Reference Documents

For all regulations, standards, and other documents applicable to this manual, refer to the *Workplace Health and Safety Regulatory Register (CSEGA-HSE-QR-0-185)*.

## 3. Abbreviation and Definitions

Abbreviation or Term	Description
ALARP	As Low As Reasonably Practicable (when controlling risk)
BU	Business Unit
CEO	Chief Executive Officer
Continual Improvement	Action taken to eliminate the cause of a detected nonconformity / other undesirable situation.
IMS	Integrated HSEQ Management System
Inspection	Checking and testing for condition, performance, and safety of equipment against established standards or conformance with Contract requirements.
JSEA	Job Safety Environment Analysis
SDS	Safety Data Sheet
Nonconformity	Non-fulfilment of a requirement. A nonconformity can be any deviation from: <ul style="list-style-type: none"><li>• Relevant work standards, practices, procedures, legal requirements.</li><li>• WHS management system requirements</li></ul>
OH&S	Occupational Health & Safety
OFI	Opportunity for Improvement
PPE	Personal Protective Equipment
PTW	Permit to Work
RAW	Risk Assessment Workshop *Also referred to as CRAW (Construction Risk Assessment Workshop).
RCA	Root Cause Analysis
Responsible Person	Someone who has a legal duty of care and responsibility towards the health, safety, and wellbeing of persons in the workplace. A responsible person may include:

Abbreviation or Term	Description
	<ul style="list-style-type: none"> <li>A person conducting a business or undertaking (PCBU), as defined the Australian Model Work Health and Safety Act and Regulations.</li> </ul> <p>A person who is not a PCBU but holds a position in the business in which they share the responsibility for the control and supervision of persons conducting work, ensuring their health, safety, and wellbeing.</p>
<b>Risk</b>	<p>The combination of the likelihood of an occurrence of a hazardous event or exposure(s) and the severity of injury or ill health that can be caused by the event or exposure(s).</p> <ul style="list-style-type: none"> <li><b>Low Risk</b> – Risk is generally acceptable. Hazard is managed by routine procedures.</li> <li><b>Moderate Risk</b> – Risk is generally acceptable but will require regular consideration of the effectiveness of controls and changing operating / working conditions.</li> <li><b>High Risk</b> – Risk is unacceptable. Activity is not to be conducted until a full hazard identification and risk assessment has been completed, with a risk mitigation plan developed in consultation with affected personnel and workplace management.</li> <li><b>Extreme Risk</b> – Risk is unacceptable. Activity is not to be conducted until a full hazard identification and risk assessment has been completed, with a risk mitigation plan developed in consultation with affected personnel, workplace management, and senior management.</li> </ul>
<b>WHS</b>	Workplace Health and Safety
<b>WHS Management System</b>	<p>Part of an organisation’s management system used to develop and implement its WHS policy and manage its WHS risks.</p> <p>* A management system is a set of interrelated elements used to establish policy and objectives and to achieve those objectives.</p> <p>** A management system includes organisational structure, planning activities (including, for example, risk assessment and the setting of objectives), responsibilities, practices, procedures, processes, and resources.</p>

## 4. Responsibilities, Accountabilities and Authorities

### 4.1 Chief Executive Officer (CEO)

The CEO is responsible for:

- Ensuring adequate communications are made of the WHS management systems, plans, and commitment to employees, customers, and suppliers.
- The definition, adequate documentation and communication of roles, responsibilities, accountabilities, and authorities in relation to WHS management.
- Ensuring appropriate human, technical, and financial resource allocations are made for WHS management.
- The inclusion of WHS goals and performance as an agenda item in executive meetings.
- A staff appraisal system that considers individual HSE performance.
- Ensuring that effective consultation mechanisms are provided regarding WHS.
- Demonstrating support of WHS initiatives through meetings, trainings, and events.
- Ensure all personnel employed by CSE are appropriately trained, competent, responsible, and accountable for their duties and responsibilities regarding Health and Safety.
- Collaborating with appropriate managers and supervisors in determining investigative procedures and corrective actions regarding incidents.
- Supervise the injury management and rehabilitation of injured employees. The CEO, or suitable delegate, shall be responsible for approving the position descriptions and duty statements for injured employees.
- Establishing active consideration of WHS issues as a priority for all CSE operations and activities.

### 4.2 WHSE Manager

The WHSE Manager oversees the establishment, implementation, and maintenance of the CSE WHS Management System, to ensure alignment with subscribed legislations, standards, and codes. They shall:

- Ensure adequate WHS considerations for all business activities.
- Be accountable for the acquisition and communication of current, relevant information regarding WHS matters.

- Collaborate with CEO, managers, and supervisors in determining investigative procedures and corrective actions regarding incidents.
- Manage the investigation and reporting of incidents.
- Identify and develop WHS initiatives.
- Provide guidance and support to leadership and employees on WHS matters.
- Ensure WHS is considered as a priority in works conducted for customers, with an aim of reducing risks to the lowest practicable level.
- Ensure all employees are adequately trained in the understanding and compliance of relevant WHS legislation, regulations, standards, and codes.
- Establish and maintain operational Workplace Safety Committees, complying with all relevant legislations / regulations, where required.
- Maintain a register outlining the investigation of incidents, concerns and/or risks in accordance with legislative provisions.
- Periodically conduct internal audits to identify potential risks to WHS in operational activities. Where applicable, relevant management will be advised to assist in addressing the risk/s.
- Provide WHS reports to business managers.

The WHSE Manager has the authority to:

- Prepare written correspondence to communicate with external interested parties.
- Manage and approve allocations of resources with relation to achieving WHS objectives and goals (within authority hierarchy limits).
- Assess and approve the use of suppliers and subcontractors in the pursuit of WHS objectives.

## 4.3 General Managers

General Managers shall:

- Ensure that all employees and subcontractors comply with CSE WHS provisions.
- Ensure the timely completion of required inspections on work areas, work methods, materials, plants, and/or equipment. Where non-compliance is identified, seek to address the issue as soon as practicable.
- Conduct reviews and audits to ensure all personnel are utilising effective hazard identification and control measures.
- Liaise with internal and external parties on the implementation of emergency response and processes.
- Collaborate with the Design Team to ensure WHS considerations have been made, with follow up consultation where alterations are required for the design.
- Investigation of all incidents in a timely manner so that remedial actions can take effect promptly.
- Ensure that all relevant permits have been obtained or renewed prior to work commencement.
- Ensure all employees are adequately trained in the understanding and compliance of customer onsite standards, procedures, and processes.
- Communicate all relevant information on the safe performance of duties to reporting employees. Where applicable, site personnel will be encouraged to actively identify and report potential hazards / risks.
- Report hazards and incidents brought to their attention to the WHSE Manager.

General Managers have the authority to:

- Allocate resources where identification and control of WHS hazards / risks are required.
- Assess and approve the use of suppliers and subcontractors in the pursuit of WHS objectives.

## 4.4 Operational Managers and Supervisors

Operational Managers and Supervisors shall:

- Be fully familiar with internal and external WHS procedures.
- Ensure that workplace environments are kept safe, with all safe work methods followed by personnel.
- Establish and maintain a positive safety culture.
- Conduct reviews and audits to ensure effective hazard identification and control measures are utilised.
- Regularly attend and host safety meetings
- Monitor and register all relevant permits prior to work commencement.
- Monitor day to day work activities and conditions to ensure SWMS / JSEAs are utilised.

- Active correction of non-conformance in areas of authority. Where a correction required is above their authority, the non-conformance is to be elevated to relevant management.
- Provide implementation and operational support for the compliance of customer site WHS procedures and requirements.
- Ensure that housekeeping is always maintained at a high standard.
- Confirm the appropriate issue and correct use of Personal Protective Equipment (PPE).
- Report hazards / incidents brought to their attention to Business Managers and/or the WHSE manager.

Operational Managers and Supervisors have the authority to:

- Recommend resources suitable for the identification and/or control of hazards / risks.
- Assess and approve the use of suppliers and subcontractors in the pursuit of WHS objectives.

## 4.5 Employees and Contracted Personnel

All employees and subcontracted personnel shall:

- Be responsible for following safe work procedures.
- Perform work in accordance with CSE WHS standards, relevant regulations, or codes of practice.
- Attend workplace safety meetings to receive information and contribute experiences in support of CSE WHS culture and development.
- Where applicable, comply with CSE and/or customer onsite WHS procedures, processes, and requirements.
- Ensure that housekeeping is always maintained at a high standard.
- Report potential hazards / risks identified to relevant management.
- Demonstrate a duty of care in matters relating to WHS for self and others.
- Confidently raise and discuss WHS hazards or concerns of all scales.

All employees have the authority to:

- Confidently raise ideas or initiatives regarding WHS improvement at CSE.
- Contribute to Workplace Safety Committee meetings on WHS matters.
- Establish processes in which CSE can meet stakeholder WHS expectations / requirements.

## 5. Setting WHS Objectives and Targets

CSE sets WHS objectives and targets aimed to fulfill commitments made in the *Health and Safety Policy (CSEGA-HSE-CP-0-029)*, with a primary focus in the prevention of injury and/or ill health.

WHS objectives and targets are used as the basis of maintaining an effective WHS management system, where through continuous review, CSE can improve on existing processes, and therefore, performance.

For the process followed, refer to *HSEQ System Monitoring and Improvement Manual (CSEGA-QA-QM-0-069)*.

## 6. Legal and Other Requirements

CSE commits to the full compliance to all subscribed relevant legal requirements and standards. All statutory requirements with relevance to scope are considered prior to fulfilling contractual obligations.

All relevant requirements affecting the WHS management system are continuously identified in response to changes in regulations, standards and/or scope of business operations. These requirements also form the basis of CSE internal audits and reviews.

Identification of applicable legal requirements, and other compliance sources, occurs through a combination of:

- Hazard identification and risk management activities, including the development of operating procedures.
- Reviews of customer requirements, which may take place during project bids, commencement of works, or after audits / inspections.
- Reviews of requirements of industry regulators and associations, for example:
  - Australian Energy Producers ([APPEA](#))
  - National Offshore Petroleum Safety and Environmental Management Authority ([NOPSEMA](#))
  - Office of the National Rail Safety Regulator ([ONRSR](#))
  - Government of Western Australia – Department of Mines and Petroleum ([Safety](#), [Environment](#))



- Regulatory updates obtained through online resources such as below:
  - [Safe Work Australia](#)
  - [SAI Global](#) email notifications
  - Professional social networking media (e.g. LinkedIn Discussion Groups)
- Response for both internal and external incident reports or non-conformances, in addition, any required corrective and/or preventive actions concluded from investigations.
- Employee induction incorporate role-specific training in accordance with CSE standard operating procedures, in which regulatory compliance controls have been established.

## 6.1 Communicating Legal and Other Requirements

All applicable legal and other requirements are clearly communicated to relevant internal stakeholders in accordance with scope, using the following methods:

- Formal, written notification from the WHSE Manager
- Intranet Announcements
- Workplace Noticeboards
- Toolbox Talks and other workplace meetings.
- Email
- Other informal and/or special-purpose committees and meetings

### 6.1.1 Changes to Legal and Other Requirements

Changes to legal and/or other requirements are recorded in the *WHS Evaluation of Compliance Register*, with a summary of how it will affect CSE. Changes are then communicated to relevant personnel through methods listed in *Section 6.1 – Communicating Legal and Other Requirements*.

## 7. Control of Documents and Records

CSE recognises the importance of document control in an effective WHS Management System. Documents / records developed and identified in relation to both internal and external WHS matters are managed in accordance with the *Document Control and Records Management Manual (CSEGA-QA-QM-0-068)*.

## 8. Risk Management

CSE Risk Management commits to the elimination or minimisation of risks (as far as practicable) to all personnel through proactive identification, assessment, and control of potential hazards, applying to both internal and external scopes undertaken.

A 4-Step Continuous Risk Management Process is followed:

1. Hazard Identification
2. Risk Assessment
3. Risk Control
4. Review of Control Measures

Further details outlined in *WHSE Hazard Identification and Risk Management Procedure (CSEGA-HSE-QP-0-183)*.

## 9. Management of Change

Changes with the potential to affect WHS may arise in all areas of business, warranting close management and control. In addition to operational adjustments, the WHS Risk Management process will also be applied per *Section 5 – Setting WHS Objectives and Targets*.

## 10. Fitness for Work and Wellbeing

CSE recognises health of individuals, inclusive of both physical and psychological ailments, as an important contributing factor in WHS. Health and wellbeing initiatives have been implemented in support of positive improvements for all personnel.

Awareness of requirements pertaining to fitness for work is established during the employee induction process and reinforced through site inductions and/or WHS communications.

For detailed information, refer to *Fitness for Work Procedure (CSEGA-HSE-QP-0-085)* and *CSE Wellbeing Policy (CSEGA-HR-QP-0-238)*.

## 11. Short Service Employees (SSE)

CSE acknowledges the increased probability of near misses, incidents, and injuries among less-experienced personnel. A Short Service Employee (SSE) is:

- A CSE employee with less than six (6) months experience in their current role, who is required to complete customer / site-based works.
- Employee/s who are yet to complete two (2) complete field trips or job rotations to the satisfaction of their supervisor / mentor.

The SSE program had been established to provide guidance, mentoring, and supervision to ensure SSE have the necessary skills required for their role. All SSE will be assigned an experienced employee or supervisor as their onsite mentor. A mentor is an employee who is:

- Familiar with the SSE's role and the associated responsibilities / hazards.
- Familiar with site policies, procedures, requirements, and specialised actions associated with the SSE's role.
- Able to recognise potential hazards and risks.

Each mentor will be assigned one (1) SSE under their guidance at any given time, granting them the ability to always accompany the SSE onsite. They are also responsible for defining the following of the SSE to other supervisors, co-workers, and project managers.

- Duties able to be undertaken independently.
- Duties able to be taken with direct supervision.
- Duties unable to be undertaken.
- Additional criteria when undertaking duties (e.g. pre-start permit, access restrictions).

### 11.1 End of SSE Period

Employees who have met all below criteria will conclude their service as an SSE:

- Six (6) months minimum service in current role.
- Competency guarantee by both their manager and mentor proceeding consultation.
- Completed a minimum of two (2) field trips / job rotations in a satisfactory manner.

## 12. Subcontractor Management

CSE recognises the importance of selecting subcontractors whose vision, processes, and performance match with the CSE standards. CSE breaks the subcontractor scope down into three categories, assessing potential subcontractors according to requirements set out in *Subcontractor Pre-Qualification and Management Procedure (CSEGA-COM-QP-0-094)*.

## 13. Training Management

CSE understands the importance of appropriate and timely WHS training in reflection of needs/demands specific to role responsibilities. For further guidance, refer to *Human Resources and Competence (CSEGA-HR-QP-0-225)*.

## 14. Consultation and Communication Processes

CSE understands that optimum WHSEQ performance cannot be achieved without effective consultation and communication to all relevant internal and external stakeholders. CSE promotes the cooperation between management and non-management personnel in all WHSEQ matters, from identification through to solution.

For detail guidance, refer to *Consultation and Communication Procedure (CSEGA-HSE-QP-0-119)*.

## 15. Emergency Management and Planning

CSE recognises the impact and potential consequences on business operations as well as WHS of personnel with respect to the risk of emergency situations. This included naturally and unnaturally occurring incidents which may result in serious injuries or ill health.

For detailed guidance on training, process, and management of emergency situations, refer to *Emergency Management Program (CSEGA-HSE-QP-0-039)*. Workplace specific emergency response measures and processes may be found in the WHSE Management Plan of each branch.

## 16. Plant and Equipment

CSE cares for both our personnel and assets through ensuring that equipment is maintained and used in its designed scope, with operating personnel adequately trained / certified.

For detailed guidance on plant and equipment management refer to *Plant, Equipment, and Instrumentation – Maintenance and Calibration Manual (CSEGA-QA-QM-0-066)*.

## 17. Hazardous Substances and Dangerous Goods

CSE implements procedures to ensure the safe handling, storage, packaging, and delivery of hazardous substances and/or dangerous goods.

For detailed guidance refer to the *Hazardous Substances Management Procedure (CSEGA-HSE-QP-0-044)*.

## 18. Site Safety Management

Where CSE employees are required to attend to Customer sites, they will ensure compliance with Customer requirements. Should a Customer procedure be lacking, or non-existent, CSE employees shall follow the task-specific procedure/process as set out by CSE.

CSE employees are reminded to apply safe driving practices while travelling to and from site, in accordance with *Safe Driving Guidelines (CSEGA-HSE-QP-0-035)*, and that smoking is not permitted where this may affect health of other persons.

## 19. Workplace Specific Health and Safety Management Plan

Each CSE Workplace has a site specific WHSE plan, detailing how the WHS is implemented and managed at a site level. These plans include information on:

- Site specific roles and responsibilities.
- Workplace details and neighbouring operations.
- Workplace amenities and security.
- Training needs analysis for each department.
- General workplace safety rules.
- Site specific emergency response protocols and details.
- WHSE vendors.
- Workplace hazards and controls.

## 20. Health and Safety Audits

The WHSE Manager is responsible for the development of a WHSE Internal Audit Schedule and the completion of all internal audits, with goals to ensure that the WHS system is current and effective company wide.

Branches shall be audited every second year as a minimum, with all audit reports shared with management and relevant employees for continuous improvement.

For detailed guidance on the internal audit process refer to *HSEQ System Monitoring and Improvement Manual (CSEGA-QA-QM-0-069)*.

## 20.1 Auditing of Subcontractors

WHS Audits of subcontractors are planned and undertaken depending on the level of risk involved with the works and previous performance of the subcontractor.

## 21. Safety Shield

CSE shows commitment to investigating all hazards, near miss events, and incidents through the **Safety Shield** system:

- **Speak**
- **Hear**
- **Investigate**
- **Engage**
- **Learn**
- **Do**

This system provides a transparent platform for employees to feel supported in reporting safety, property, or environmental events.

For detailed guidance, refer to *Safety Shield – WHSE Event Reporting (CSEGA-HSE-QP-0-184)*.

## 22. Injury Management and Rehabilitation

CSE has a goal of returning any injured worker to their pre-injury duty.

When a worker sustains a work-related injury or illness, it must be reported to their Line Manager immediately. The CSE Injury Assist Hotline must be called as soon as practicable to receive triage treatment over the phone.

CSE Injury Assist		
	<b>TELL</b> your manager	<b>As soon as injury occurs</b>
	<b>CALL</b> the Hotline	<b>1800 960 954 (AU)</b> <b>0800 465 500 (NZ)</b>
	<b>ADVISE</b> injury details	<b>Name, location and injury details</b>
	<b>GET HELP</b> immediately	<b>Triage advice for quick first aid &amp; treatment</b>
	<b>BOOK</b> doctor / physio	<b>Book further treatment if required</b>
	<b>REPORT</b> with CSE	<b>Complete your CSE Safety Shield</b>

The CSE Injury Management Coordinator (IMC) is the WHSE Manager. The IMC is responsible for working with injured employee and their Line Manager to assist the employee with returning to pre-injury duty.

For further guidance, refer to *Injury Management Procedure (CSEGA-HSE-QP-0-014)*.

## 23. WHS Performance Measurement, Monitoring and Review

### 23.1 Performance Measurement and Monitoring

CSE continuously collects both qualitative and quantitative information seeking to monitor and measure WHS performance, seeking to:

- Track continual improvement progress in achieving commitments, objectives, and targets.
- Monitor the compliance with subscribed legal requirements and standards.
- Monitor incidents, injuries, and ill-health.

- Provide data in the evaluation of effectiveness regarding current, or newly implemented, controls.
- Provide data in the evaluation of WHS performance, management system, and competence.

Branch Managers are responsible for the collection and reporting of monthly WHS lead and lag indicators to the WHSE Manager through the *Monthly HSE Report (CSEGA-HSE-QF-0-079)*. The WHSE Manager then consolidates information from all branches to provide to BU General Manager and CEO.

## 23.2 Evaluation of Compliance

Compliance with legal requirements and other standards are periodically reviewed and evaluated, with results consolidated as input in WHSE Management review meetings.

For further details, refer to *HSEQ System Monitoring and Improvement Manual (CSEGA-QA-QM-0-069)*.

## 23.3 Management Review

Reviews of the WHS Management System is to be organised and conducted by the WHSE Manager and BU General Manager. Management Review Meetings (MRM) should be conducted, at a minimum, once a year, to ensure currency, suitability, adequacy, and effectiveness, with the outcomes setting the basis for potential improvement.

Project / Contract WHS reviews are organised and conducted by the Project Manager and WHSE Manager. This review will include the post-job safety performance of all engaged personnel.

### 23.3.1 Management Review Planning and Inputs

Management reviews should consider:

- The topics to be addressed.
- Who is to participate in the review, ensuring the effectiveness of the review (i.e. top management, area managers, designated WHS representatives).
- Required personnel to ensure effectiveness of the review and their individual responsibilities.
- Information to be considered.
- What will be recorded as a result of the review.
- Recording of review results.

Inputs should include:

- Results from internal audits and/or evaluation of compliance.
- Results obtained through consultation and communication and/or Safety Shield.
- Relevant communication from external interested parties, including complaints.
- Status of incident investigations, as well as corrective / preventative action implementation.
- Follow-up actions from previous management reviews.
- Change or development in WHS legal and/or other requirements.
- Other recommendations for improvement.
- Incident statistics.
- Results of customer and/or regulatory audits and inspections.
- Results and/or recommendations from monitoring and measurement.
- WHS performance of contractors and supplier product / services.
- Reports from individual managers on the effectiveness of their areas of responsibility.
- Reports from ongoing hazard identification, risk assessment and risk control processes.
- Progress in the achievement of WHS training plans

### 23.3.2 Management Review Outputs

Outputs from management reviews include any decisions and/or actions in relation to:

- WHS performance
- WHS policy and objectives
- Resources

Should the review identify shortcomings in the WHS Management System, the WHSE Manager is responsible for the implementation of required changes / updates.

## 23.3.3 Documentation of Reviews

All reviews, Corporate or Project, are documented according to the CSE document control process, and referred to in subsequent reviews as a benchmark.

Review outcomes are reported to all relevant stakeholders.

## 24. Associated Documents

Document No.	Document Name
CSEGA-HSE-QR-0-185	Workplace Health and Safety Regulatory Register
CSEGA-HSE-CP-0-029	Health & Safety Policy
CSEGA-QA-QM-0-068	Document Control & Records Management Manual
CSEGA-QA-QM-0-069	HSEQ System Monitoring and Improvement Manual
CSEGA-QA-QM-0-066	Plant, Equipment, and Instrumentation – Maintenance and Calibration Manual
CSEGA-HSE-QP-0-039	Emergency Management Program
CSEGA-HSE-QP-0-035	Safe Driving Guidelines
CSEGA-HSE-QP-0-044	Hazardous Substances Management Procedure
CSEGA-HSE-QP-0-183	WHSE Hazard Identification and Risk Management Procedure
CSEGA-HSE-QP-0-085	Fitness for Work Procedure
CSEGA-HR-QP-0-238	CSE Wellbeing Policy
CSEGA-HSE-QP-0-033	Hazardous Manual Tasks Procedure
CSEGA-HSE-QP-0-184	Safety Shield – WHSE Event Reporting
CSEGA-HSE-QP-0-014	Injury Management Procedure
CSEGA-COM-QP-0-094	Subcontractor Pre-Qualification and Management Procedure
CSEGA-HR-QP-0-225	Human Resources and Competence
CSEGA-HSE-QP-0-119	Consultation and Communication Procedure
CSEGA-HSE-QP-0-039	Emergency Management Program
CSEGA-HSE-QF-0-079	Monthly HSE Report